

**ADMINISTRATIVE  
INTERNAL USE ONLY**

17 March 1964

MEMORANDUM FOR: All Branch and Staff Chiefs

SUBJECT : Preliminary Mission and Function Statement  
for the Service Staff

1. The intent of the attached paper is to outline briefly the mission and functions of the Service Staff so that Analysts and Programmers can begin as soon as possible to benefit from the support that this Staff is intended to provide. It is not the intent of this paper to describe specific procedures. Systems and procedures for carrying out these functions are under development and will be published individually as they are approved.

2. It is recognized that the mission and functions of the Service Staff will tend to evolve from experience. New tasks for the Staff will be identified and they should be surfaced by the Branch or Staff Chief for consideration and possible action. The availability of resources will, of course, be a major factor in determining whether the Service Staff will be able to handle a particular task.

3. I ask that all Branch and Staff Chiefs begin now to identify operational applications which can be turned over to the Service Staff for servicing of ad hoc requests. Of course, the Service Staff will not be able to assume responsibility for all applications immediately. Applications that can be turned over to the Service Staff should be brought to the attention of the Chief, Service Staff, who will get to them as soon as possible.

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Service Staff--Preliminary Mission and Functions

**A. Mission**

Provides support, or service, to Applications Division Systems Analysts and Programmers in the following areas:

1. Servicing customer requests on selected operational applications.
2. Reviewing input and output for form and, where possible, for substance.
3. Analyzing, abstracting, extracting, coding and transcribing data for input to automatic data processing applications.
4. Administering systems and procedures for getting debug and assembly requests to Operations and products back.
5. Administering systems and procedures for getting requests for key punching to the key punch group and products back.

**B. Functions**

**1. For operational applications for which they are responsible, the Service Staff will:**

- a. Be the customer contact point for placing ad hoc requests for runs. (The Service Staff will handle all requests on such applications that it is confident that it can satisfy; otherwise, the customer will be put in direct contact with the appropriate Analyst/Programmer.)
- b. Write up necessary run specifications for ad hoc requests.
- c. Specify (transcribe or punch, as appropriate), control cards required to make a run.
- d. Review input and output for form and, where possible, for substance.

2. For other applications, the Service Staff may, from time to time, be called upon to perform the following functions:

- a. Review input and output for form and, where possible, for substance.
- b. Analyze, abstract, extract, code and transcribe data for input to computers.
- c. Serve as a channel to Operations for getting production runs which may be used by Analysts and Programmers.

3. For assemblies and debugs, the Service Staff will maintain necessary controls (logs), statistics, etc. and administer systems and procedures for getting debug and assembly requests to Operations and products back. (Procedures which describe the system will be issued within a short time.)

4. For key punching, the Service Staff will maintain necessary controls (logs), statistics, etc. and administer systems and procedures for getting key punching requests to the key punch group and products back. (Procedures which describe the system will be issued soon.)

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